

Managed Care Program Manager 2-(SG 32)
Working Title: Resolution Supervisor

Positions to be filled-3

Job Description:

The Bureau of TennCare is seeking candidates for Managed Care Program Manager 2 (Working Title: Resolution Supervisor) positions in the TennCare Eligibility Appeals organization within the Division of Member Services. The Resolution Supervisors will lead teams who will resolve all possible appeals prior to a hearing. If the appeal goes to an administrative hearing, the Resolution Supervisors will provide policy guidance to the Resolution Specialists who will generate notice of hearings, create evidence packets and testify on behalf of TennCare in eligibility hearings. The Resolution Supervisors will ensure that due process is afforded in all TennCare and CoverKids eligibility appeals through the accurate and timely processing of each appeal.

Qualifications:

- Bachelor's Degree
- Minimum of four years management/supervision experience in either state government, healthcare or eligibility
- Ability to foster and maintain cohesive working relationships
- Ability to adapt to changing priorities and deadlines
- Ability to maintain accurate records
- Ability to exercise sound judgment
- Strong organizational skills necessary, including the ability to prioritize, multi-task and manage workload to meet specific timeframes and deadlines
- Excellent writing and communication skills required

Job Location:

Nashville, Tennessee

*****PLEASE NOTE**

These positions are Executive Service. If hired as a Managed Care Program Manager 2 (Working Title: Resolution Supervisor), the appointment period for these positions may only be up to a max of one (1) year. Also, as an Executive Service appointment, positions will not be considered to be in the preferred service and if conditions arise justifying the termination of employment such as work curtailment or unavailability, sub-standard work performance, poor attendance or conduct, will have no right of appeal and the standards for the application of disciplinary procedures that apply to regularly appointed employees that have preferred status do not apply.

How to Apply: Qualified candidates should send their resumes along with a cover letter to memberservices.jobs@tn.gov.